



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 887.0

Job Title: **ASSISTANT CUSTOMER SERVICE MANAGER**

Pay Grade: 26

GENERAL SUMMARY:

Assists in managing a customer service section. Oversees daily operations and personnel.

RESPONSIBILITIES:

- Oversees and assists in managing operations and personnel engaged in receiving, investigating, evaluating and resolving customer complaints and claims.
- Oversees, reviews and trains personnel performing customer service activities.
- Develops, evaluates, updates and implements methods and procedures to ensure efficient operations.
- Oversees daily operations that may include responses to requests or complaints concerning rates and service connections/reconnections.
- Creates and analyzes reports to assess efficiency and productivity and the level of customer service provided to the customers. Recommends improvements to operations.
- Maintains and monitors data on the performance, compliance and progress of contractors conducting business with the section.
- Administers and evaluates vendor contracts, insuring adherence to City ordinances.
- Performs administrative activities, such as composing letters, memos and reports. Assists in developing and monitoring the section's budget.
- May direct meter reading operations for commercial and residential customers. Surveys the City of Houston for route distribution. May oversee the Blind Gasket Program.

SPECIFICATIONS:

KNOWLEDGE:

An Associate's degree in Business Administration, Public Administration, or a related field is required.

EXPERIENCE:

Eight years of progressively responsible administrative or customer service related experience are required, including two of the years in a supervisory position.

Two years of responsible experience in the customer service field may be substituted for the above education requirement.

COMPLEXITY:

Work is somewhat complex and varied, and may require the simple interpretation of technical and detailed guidelines, policies and procedures.

SPECIFICATIONS: (continued)

IMPACT OF ACTIONS:

Errors in work could lead to significant expense and inconvenience. Work is typically performed under limited supervision with alternating periods of relative autonomy and general review. The supervisor generally plays a substantial role in setting objectives and organizing work.

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision and evaluation of work as an Assistant Manager or the equivalent over the first-line supervisors (and non-supervisors, if applicable). This position has significant input on personnel actions, such as hiring, terminations and pay changes.

Indirect Supervision:

Involves supervision and evaluation of work as an Assistant Manager or the equivalent.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with Managers and Assistant Directors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

- Customer Service Representative I
- Customer Service Representative II
- Customer Service Representative III
- Customer Service Supervisor
- Customer Service Section Chief
- Assistant Customer Service Manager
- Customer Service Manager

Effective: October 1990

Revised: August 2002